

## **National Grid Cautions Customers To Avoid Power Lines When Clearing Snow And Ice**

**Snow piled below power lines also poses a safety risk**

**February 12, 2015**

**Customer Contact Center – 800-322-3223**

WALTHAM, MA -- With record or near-record amounts of snow already on the ground and with more winter storms in the weather forecasts, the potential hazards of massive amounts of snow and ice building up on roofs and piled beneath power line are increasingly serious. Snow on roofs lead to water damage and, in some cases, can cause roofs to collapse. Large piles of snow under power lines can bring the tops of those mounds, which children frequently use for sledding, dangerously close to energized power lines. In both cases, the chance of being injured by coming in contact with power lines increases and snow and ice build-up on roofs can damage electric service lines running to homes and businesses.

### **Snow Clearing Safety**

National Grid is urging all building owners to be especially cautious as they work to clear their roofs by following these safety recommendations:

- Keep all ladders, shovels, roof rakes and other devices well clear of any lines coming from the street to the structure, regardless of material. In extremely wet conditions, even wood can be a conductor of electricity.
- If necessary, start clearing snow from the opposite end of the roof from the service point where electricity is delivered.
- If you are unsure of how to go about clearing snow, or if your roof is particularly steep, contact a qualified roofing contractor.
- As snow is removed from the roof, be aware of what is below that could become buried as snow hits the ground. Be especially mindful of the location of your electricity and gas meters as they could be damaged by falling snow and ice. Also, be sure to clear snow from vents for natural gas appliances. Covered or clogged vents can lead to the build-up of poisonous carbon monoxide (CO) in your building.

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National Grid is also urging customers to be aware that heavy snow loads could damage the connections of your electricity service to your building, often known as the weatherhead. As snow melts or is removed, look at this connection point from a safe distance to be sure it hasn't been pulled away from the building, creating a potential fire hazard.

National Grid is responsible for repairs to the overhead lines to the weatherhead, and the meter itself. Repairs to any other portions of the service are the responsibility of the customer. If any of that service is damaged, customers should contact a certified electrician to handle the repairs.

Information about post-storm responsibilities is available on National Grid's website at: <https://www1.nationalgridus.com/YourResponsibilities>. If customers have questions, they can contact National Grid's New England Customer Contact Center at 800-322-3223.



*Ice build-up on electric service lines running to a building in Brockton, MA following Juno.*

### **About National Grid**

National Grid (LSE: NG; NYSE: NGG) is an electricity and natural gas delivery company that connects nearly 7 million customers to vital energy sources through its networks in New York, Massachusetts and Rhode Island. It is the largest distributor of natural gas in the Northeast. National Grid also operates the systems that deliver gas and electricity across Great Britain.

Through its U.S. Connect21 strategy, National Grid is transforming its electricity and natural gas networks to support the 21<sup>st</sup> century digital economy with smarter, cleaner, and more resilient energy solutions. Connect21 is vital to our communities' long-term economic and environmental health and aligns with regulatory initiatives in New York (REV: Reforming the Energy Vision) and Massachusetts (Grid Modernization).

For more information please visit our website: [www.nationalgridus.com](http://www.nationalgridus.com), or our [Connecting](#) website. You can also follow us on [Twitter](#), watch us on [You Tube](#), Friend us on [Facebook](#) and find our photos on [Instagram](#).

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